

Client sample profile:Dhruv Soni

Education, Industry Training & Certifications	<p>MCA- G.H.Patel Department of Computer Science & Technology (GDCST), Sardar Patel University, Vallabh Vidyanagar, June 2005</p> <p>B.Sc. Honors (Statistics), Statistics Department, Maharaja Sayajirao University, Vadodara, April 2001</p> <p>Certifications:</p> <ul style="list-style-type: none"> • Certificates in Java Programming Language using Java SE6, jointly given by Sun Microsystems India Pvt. Ltd. and NIIT Ltd. on successfully completion of course titled Java Programming Language using Java SE6 from NIIT in February 2010 • WEBSHERE STUDIO APPLICATION DEVELOPER (WSAD) certificate through a workshop conducted jointly by IBM in October 2004 • .NET Technology certificate through 2-day training and exam workshop held by international .NET Association, Microsoft Corporation (India) Pvt. Ltd. & CSI Vallabh Vidyanagar in August 2004
Total Experience	18 years
Professional Experience Summary	<p>Professional Summary:</p> <p>Results-driven Project Manager with over 18 plus years of IT experience into Project/People Management, Software Development/Maintenance, and Business Operations/DevOps/Production Support (SRE). Worked on varied domains like Payment Industry, Oil & Gas, Electricity Transmission & Distribution, Banking & Financial Services, Insurance (BFSI), and Taxation. Proven track record in managing all phases of the project lifecycle, from initiation to closure, while ensuring alignment with organizational goals.</p> <ul style="list-style-type: none"> • Experience in leading team, providing cohesive environment to team members along with technical and managerial support and mentorship • Completed an internal Aspiring People Manager certified program • Completed multiple internal ITSM related certifications like Federated Change Manager (FCM), Federated Incident Manager (FIM) and Federated Problem Manager (FPM) • Experience in Agile (Scrum, XP), certified SAFe 4.0 Practitioner (SP) • Worked on an onsite (Calgary -Canada) assignment • Being part of offshore and onsite development team got acquainted with clients' applications, development standards and processes • Good exposure to complete SDLC. Involved in System Study, Design, Coding, Test Case Preparation, Testing and Bug Fixing • An ambitious & hardworking individual with an excellent relationship management. Adaptive towards corporate culture and behaviour

- A meticulous and quality-oriented individual with an eye for details
- Result Oriented Problem-Solving Approach with excellent communication, interpersonal & people management skills with an ability to manage change with ease
- A good team player with the ability to lead a team by example and motivate them to achieve desired objectives.

Current Company: NetWeb Software Pvt. Ltd.

As Manager, managing and doing various project management activities for multiple Health Care & Traffic/Transport projects. Also, ensuring all the necessary best practices with respect to various tools, technologies, and processes used in projects are followed and do quality and timely deliveries.

- Managed project scopes, and schedules, and consistently delivered projects on time and within financial constraints.
- Facilitated stakeholder meetings, providing regular updates on project progress, risks, and issues, resulting in a 95% client satisfaction rate.
- Assisted in improving project completion rates by coordinating timelines and resources.
- Contributed to cost-saving measures in project budgeting.
- Provided support in updating and maintaining project status reports and schedules.
- Adept at utilizing Agile & Scrum methodologies to enhance team collaboration and project efficiency.
- Adept at mitigating risks and fostering strong relationships with clients and stakeholders to ensure project success.
- Strong communicator with a knack for stakeholder engagement and conflict resolution.

Technology/Tools used in the projects:

iOS, Android, React, Python (Django), PHP Laravel, AWS, Java, Spring Boot, Power BI, Jira, Github, Bitbucket, Confluence, AWS CI/CD Pipelines, Bitwarden, Slack, MS Teams, etc.

Relevant Experience:

- 9 years of experience of Payment Industry, Project/People Management, Business Operations Support(Example: Release Promotion/Toll Gating, Run -Issue Troubleshooting (TRT), Application Availability, Service Restoration, New Environment Build/Application Deployment, Existing Environment/Application Sunset/Decommissioning, etc.)and DevOps practices to reduce Time-to-Market for enterprise delivery by managing environments and CI/CD pipelines and by promoting automation wherever possible. Example: Application/Database Traffic Routing Activity, Pivotal Cloud Foundry (PCF) certificate renewals, etc.
- Experienced in the Lead Reliability Engineer (SRE)role supporting Programs/Applications that uses various technologies/tools like BMC Remedy, Rally ALM), Access MC, Confluence, Remedy Self Service, Remedy Smart Report, Jenkins, Artifactory, GIT, Bitbucket, Pivotal Cloud Foundry (PCF), Oracle Database, Postgres Database, Agile-SAFE framework, Load Balancer

(F5), API Gateway, ServiceNow, Apache, AXON, AKAMAI, JBoss, Crypto As A Service (CAAS), Splunk, Dynatrace, Blaze meter, etc.

- ITSM Lead, Federated Change Manager (FCM), Federated Incident Manager (FIM) Federated Problem Management (FPM), Work Order Management
- Conducted/Participated/Prepared required decks/material for/in the Daily Stand-ups, Scrum Calls, Mini Cabs (CRQs, WOs, INCs, PBIs, etc. tickets review), CAB (Change Advisory Board) Calls, Operations Review, Program Reviews, Cabinet Meetings, Monthly/Quarterly Technical Reviews (MTRs/QTRs), etc.
- Vulnerabilities Management, Certificate Management, Manual Toil Reduction, and Automating as much as possible.
- 9 years of software development and maintenance experience in Oakleaf, JAVA/J2EE, EJBs/JPA, Eclipse Link, Struts Framework, Servlets, JSP, JDBC, ORACLE, and JavaScript technologies.
- Experience in developing multi-tier applications using the MVC model.
- Quick learner and eager to learn new technologies.

Work Experience:

Role: Lead Reliability Engineer/ BizOps Manager

Work profile:

- As Lead Reliability Engineer, involved in new environments building/shakedown(POD, SPDT),integration, application migration from one program to another(Example: Pay OnDemand (POD), Smart Payment Decisioning Tools (SPDT), Carbon Calculator (CC) & Elevate Apps -Oracle Database Migration), release promotion/deployments, ensuring application is available all the time (RUN objective), issue troubleshooting/mitigation, application/database traffic routing from one datacentre to another or vice versa (as require),providing technical inputs, incident management, change management, problem management, work order management, risk review/mitigation, toil management, vulnerabilities management, certificate (internal/external) management, etc.
- As Business Operations (BizOps) Manager, I managed the Wallet Solutions, POD, SPDT & Elevate Program/Apps. Collaborated with Program/Apps teams (Dev, SDET, TPM, PMT, etc.), Business Partners, Marketing Team, Clients, Customer Support Team, etc. for new Product Launch, Promotions, Enhancements, War Room Setup, Support Model Setup, etc. support
- Conducted/Participated/Prepared require decks/material for/in the Daily Stand-ups, Scrum Calls, Mini Cabs (CRQs, WOs, INCs, PBIs, etc. tickets review), CAB (Change Advisory Board) Calls, Operations Review, Program Reviews, Cabinet Meetings, Monthly/Quarterly Technical Reviews (MTRs/QTRs), etc.
- Lead SME for sunseting & decommissioning of Program/Application. Did multiple apps sunset/decommissioning (POD, SPDT, Priceless Planet Data Services (PPDS), etc.). Created the first ever plan/template for sunseting/decommissioning a program/application in our org/vertical. Using

it we successfully sunset/decommissioned the Wallet Solutions Program/Apps. Received, award/appreciation for the same. It was a kind of benchmark/goto guide for other Programs/Apps teams to refer. I also presented the template to the wider audience/group at the org level.

- Project Activities as part of BizOps scrum teams Accelerators and Genesis (Masterpass Application)-Building new environments from scratch and shakedown of services and/or environments ensuring overall health and connectivity with backend systems, DB, and 3rd party services. This activity is done across multiple initiatives/projects enterprise-wide.
- BAU Activities -Managing and maintaining lower environments like PERF, Stage1/2/3, ITF and INT, ensuring High Availability of environment for Dev teams, troubleshooting support for various dev activities and issues, Internal Release Management and code promotion activities for Higher Environments like Sandbox and Production, Wiki Documentation for new findings and processes etc.
- Bridging between Operations team and Development teams-DevOps, reducing Time-To-Market for enterprise delivery by managing and maintaining CI/CD and automations of tasks, troubleshooting support and guidance on best practices and enterprise processes

PROJECT EXPERIENCE

Project- 1.

Brief Profile:

The project provides mortgage services for real estate companies, investment firms, banks, credit unions, and relocation professionals in the United States. The company originates, processes, closes, and services mortgage loans. It offers correspondent lending, private label solutions, loan subservicing, and relocation services Desk & Imaging and CARS & FSMS are very business critical applications. II was complex component-based architecture. Its User Interface is also a bit complex. It's entirely AMS project and there is incident analysis and resolution within stipulated SLAs

Technical Environment:

Oracle ADF, Oracle WebCenter, JDeveloper 11.1.1.5.0, Core Java, J2EE, JSP, Servlets, HTML, JavaScript, JPF, EJB, Toplink, Toplink Work Bench, Web logic, Oracle 9i, Eclipse,

TOAD, Service Now, Star Team, Lunt Build, Tibco, Beyond Compare, Notepad ++, Java Decompiled etc

Role: Team Lead/Senior System Engineer

Responsibilities:

- Interacted with Business Users/Clients
- Primarily responsible for Incident analysis and resolution, within the contractual (Service Level Agreement) SLA's with quality
- Did Estimations, Defects fixing, Enhancements etc
- Analysed couple of complex issues and provided the PMR for the same. Also, presented the same PMR to Client
- Did troubleshooting and helping the team/cross team and peers in resolving Oracle ADF, Java, J2EE and other miscellaneous issues/roadblocks
- At runtime leaded the team and was responsible for timely deliveries of the items and various others Team Lead tasks
- Involved in Design and Coding, Testing & Debugging (Almost complete SDLC)
- Developed a major/critical enhancement at last minute given to me by management. It saved the other impacted enhancements from the brink of going from IBM. It was highly appreciated by my offshore/onshore peers, leads and managers
- Peer reviews
- Involved in P1 Incidents calls

Project- 2.

Brief Profile:

The Planning and Scheduling Project is where Enbridge will build schedules for the majority of pipelines and facilities today and into the future. It is where schedules will be managed on a daily basis and schedules are executed. It is also where analytics will be applied, and key metrics will be measured so that proactive changes may be made in order to increase the profitability of Enbridge Planning and Scheduling is a very complex project. It required building a web application solution called "Sked Link" which has a complex User Interface based upon very complex business requirements. In this project, the deliverables were to complete the various development releases which the client referred to as SR4 (System Release), Metrics Drop and Build drop (CR4-Capability Release) in very tight or stringent timelines. Each of these releases had various sets of Use Cases, which needed to be developed in the estimated time

frame (approximately 3-4 months)

Technical Environment:

Oracle ADF, Core Java, J2EE, JSP, JSF, Servlets, HTML, JavaScript, EJB3.0, JPA, EclipseLink, XML, Oracle 11g, Weblogic, JDeveloper 11.1.1.5.0, RQM, SVN, Sonar, Jenkins, Ant, Maven, RPM, JIRA, RTC, EA Sparx, IBM Lotus Team Room, Beyond Compare etc
 Role: Team Lead/Senior System Engineer

Responsibilities:

- Interacted with Business Users/Clients
- Communication and coordination with the onsite team
- Worked on an Onsite Assignment (Calgary, Canada) for around 6 months as a UI Lead/Application Developer and onsite coordinator
- Led the team and was responsible for timely deliveries of the asked items and various other Team Lead tasks
- Helped the team in resolving Oracle ADF-related issues in UI and backend issues
- Given classroom sessions on Oracle ADF and its integration in the Application to the existing and new team members
- Was part of the Development team responsible for all the successful critical releases such as SR4, Metrics Drop and Build Drop from IBM GD team to Client/IBM GEO team
- Involved in Design and Coding, Testing & Debugging (almost complete SDLC)
- As a Lead/Team Member, I was involved in complete development from scratch for a couple of critical UCs such as Assign Tank, Create/Edit Batch Group, View/Edit Batch etc. It involved following tasks.

(1) Requirement gathering

(2) Raising the queries in RQM by identifying the issues which could occur during development

(3) Creating the Low-Level Design Doc

(4) Creating Class Design Doc

(5) Creating the Test Scenarios Conditions and Cases Doc

(6) Developing the use case

(7) Deploy Application in Development Environment

(8) Peer Review

(9) Unit Testing

(10) Integration Testing

(11) Defect fixing

- Divided the task among the team members (including myself) so that each phase can be completed within the given time frame
- Responsible for timely resolution of tickets/defects within the contractual (Service Level Agreement) SLA's with quality
- Peer reviews
- Did lot of defects fixing and enhancements in terms of Change Requests (CRs)
- Provided numerous Efforts Estimations for the new requirements as given by Business

Project- 3.

Brief Profile:

As part of Engineering & Operations, we provided development and maintenance support for 9 Java Applications On cor, is a regulated electric distribution and transmission business that uses superior asset management skills to provide reliable electricity delivery to consumers. Oncor, operates the largest distribution and transmission system in Texas, delivering power to approximately 3 million homes and businesses and operating more than 117,000 miles of distribution and transmission lines in Texas

Technical Environment:

Struts, Core Java, Java Email, JMS, Queue, J2EE, JSP, JSF, Servlets, HTML, JavaScript, Oracle 9i, Tomcat, Eclipse, VSS, Citrix, BMC Remedy, RPM, Microsoft Visio, My SQL, Putty, WinSCP etc

Role: Team Lead

Responsibilities:

- Interacted with Business Users/Clients
- Communication and coordination with onsite team
- Led the team and was responsible for timely deliveries of the asked items and various others Team Lead tasks
- Was involved in Quality tasks like UAL, SOD, RAID Logs etc for Audit purpose
- Single handed supported the migration of 3 Java Apps (LIMS, SMS and W2MS) as part of DisE project of AD. Made all the required configuration and code changes and made sure the Apps perform the business as usual with almost

zero defects

- Involved in Design and Coding, Testing & Debugging (almost complete SDLC) for few new PRSs that were given by Client for the supported Apps
- Provided numerous Efforts Estimations for the new requirements as given by Business
- Actively was part of number of cross team, account level initiatives like AMM Lab Demo Project, IBM-Oncor Newsletter etc. Also helped other team members in resolving their issues
- Involved in configuration and deployment of the code to Production ends
- New Enhancements, Updates and Bug Fixing

Project- 4.

Brief Profile:

The project is a single platform to support the surplus lines & unlicensed taxes process to;

- Ensure the appropriate taxes (by state or municipality) are calculated
- Automate the creation of affidavits and tax returns

Technical Environment:

Core Java, J2EE, JSP, Servlets, HTML, AJAX, DWR, Lucene Search Engine, JavaScript, Struts, EJB, Spring JDBC Framework, IBM WebSphere 6.0 and later, JBoss Rule Engine (JBRMS), Oracle 9i, RAD 6.0 and later, TOAD, Rational Clear Case, Rational Clear Quest, VSS 6.0

Role: Team Member/Senior Software Engineer

Responsibilities:

- Involved in design and coding
- Used lucene search engine
- Testing & Debugging
- Involved in configuration and deployment of the application
- Bug Fixing
- Communication and coordination with onsite team

Project- 4.

Brief Profile:

The project includes Checking is a process of verifying policy accuracy performed by Policy Management Group (PMG) in the United States. The process largely consists of verifying the accuracy of a new policy against the binder and between the policy and

the expired policy in the case of renewal. The process was largely manual and not scalable. As PMG expands to take on more processing that is currently done in individual offices, a scalable enterprise application is needed to support policy-checking

Technical Environment:

Core Java, J2EE, JSP, Servlets, HTML, JavaScript, Struts, Spring JDBC Framework, IBM WebSphere 6.0, Oracle 9i, RAD 6.0, TOAD

Role: Team Member/Software Engineer

Responsibilities:

- Coding
- Testing & Debugging
- Involved in configuration and deployment of the application
- New Enhancements, Updates and Bug Fixing
- Communication and coordination with onsite team

Project- 5.

Brief Profile:

The project online provides accounting and taxation solutions to help accounting and tax professionals as well as individuals in United States dealing with accounting and taxation. It offers comprehensive accounting and taxation services for individuals and business firms in United States. Additionally, this project Online also facilitates CPAs along with individuals to efile their tax returns online

Technical Environment:

Core Java, J2EE, JSP, Servlets, Struts, XML, HTML, JavaScript, IntelliJ IDEA 3.0, Dreamweaver 8.0, WRQ Reflection (Terminal Emulator Tool), MS SQL 2000, JRUN 4.0, IIS 6.0

Role: Team Member/Software Engineer/Module Leader

Responsibilities:

- Leading a team of four subordinates working on states tax return module
- Involved in design and coding
- Testing & Debugging
- Involved in configuration and deployment of the application
- New Enhancements, Updates, Maintenance and Bug Fixing

	<ul style="list-style-type: none"> Handled real time operations during tax season 		
Technical skill set	<table border="1"> <tr> <td>Technologies</td><td>JAVA/J2EE, Pivotal Cloud Foundry (PCF), Oracle Database, Postgres Database, Microservices, Akamai, AxonNodejs</td></tr> </table>	Technologies	JAVA/J2EE, Pivotal Cloud Foundry (PCF), Oracle Database, Postgres Database, Microservices, Akamai, AxonNodejs
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